



PHONE ACCESS GUIDE

Alice Mail on Your Phone: A Practical Setup Guide

Access your @alice.it mailbox with the least friction possible—starting in a mobile browser, then moving to an email app only if you need notifications or synchronization. Use this guide to choose the right route and avoid outdated settings.

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Choose your access route

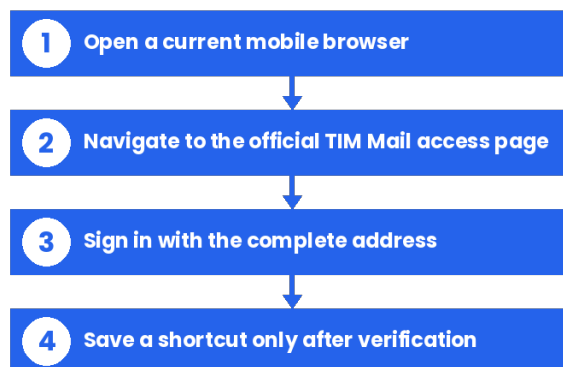
Use official TIM Mail webmail in Safari, Chrome, or another current mobile browser for the quickest setup.

An @alice.it address may use TIM branding on the current access page.

Add your existing @alice.it address to Apple Mail, Gmail, Outlook, or another trusted app when you need notifications or several inboxes in one place.

A browser login avoids manual IMAP and SMTP configuration.

Start with browser access



1 Open a current mobile browser

Use Safari on iPhone, Chrome on Android, or another up-to-date browser.

2 Navigate to the official TIM Mail access page

Type or verify the official address yourself rather than opening an unfamiliar login advertisement. Check the domain in the address bar before entering your credentials.

3 Sign in with the complete address

Enter your full @alice.it email address and password on the legitimate access page.

4 Save a shortcut only after verification

A home-screen icon is only a shortcut to a saved web address; it does not prove that the destination is official.

Before adding the account to an email app

Confirm that browser access works

A successful web login helps separate an account-access problem from an app-configuration problem.

Choose a trusted mail app

Check the publisher and the app's current status before installing it.

Have the complete email address and password ready

Enter credentials only in a trusted app or on the official access page.

Be prepared for manual setup

Automatic detection may not recognize an older @alice.it account.

Record the exact error message

Change one setting at a time instead of altering several fields together.

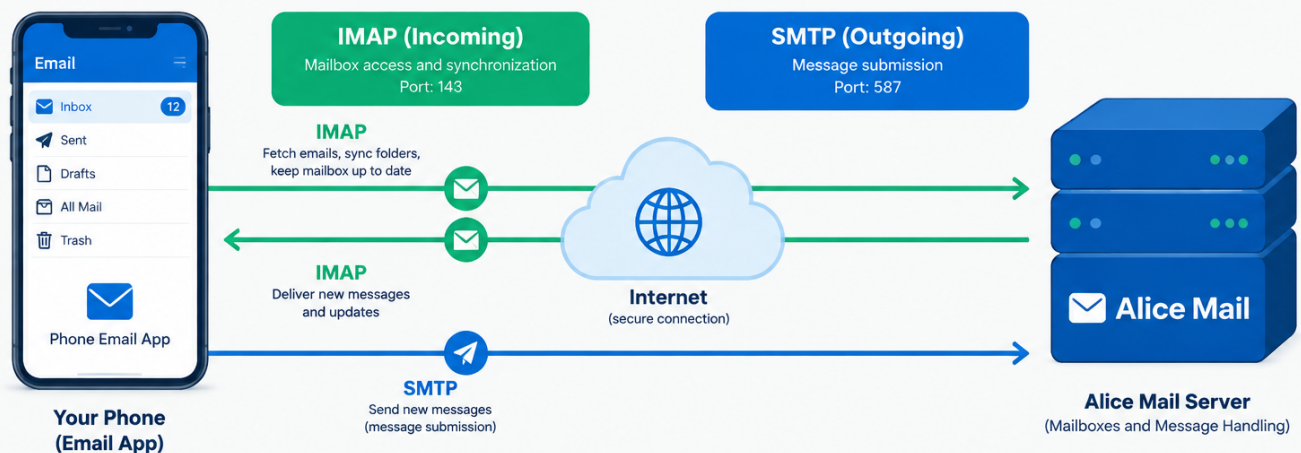
What the app setup needs

When adding Alice Mail to Apple Mail, Gmail, Outlook, or another compatible client, the app may request the full email address, password, incoming-mail details, outgoing-mail details, and security options. IMAP is used to keep messages and folders aligned across supported devices, while SMTP handles outgoing mail and requires an authenticated sending setup.

How a Phone Email App Connects to Alice Mail

IMAP for receiving and synchronization • SMTP for sending

Your phone's email app uses IMAP to access and keep your mailbox in sync, and SMTP to send new messages through Alice Mail.



Incoming (IMAP)

Protocol	IMAP
Role	Mailbox access and synchronization
Port	143

Outgoing (SMTP)

Protocol	SMTP
Role	Message submission
Port	587

Important

Provider hostnames and security settings (e.g., authentication, TLS/SSL, app passwords) must use current TIM guidance.

Secure • Reliable • Always Connected

DIAGRAM How IMAP and SMTP support Alice Mail access on a phone.

! Treat legacy settings with caution

Old Alice Mail server names or security options may no longer work. Do not assume that settings found in an old guide are still valid; use current provider information and avoid weakening security just to force a connection.

If browser access fails



1 Check the page and address

Confirm that you are using the legitimate TIM Mail route and that the address bar shows the expected domain.

2 Refresh the browser environment

Update the browser, allow JavaScript, and clear stale cookies for the service.

3 Try a private window

A private browsing session can help identify whether stored cookies or session data are causing a loop.

4 Use official recovery guidance

If you cannot sign in, follow the provider's official recovery path rather than installing a random app or entering credentials on an unfamiliar page.

For security, verify current TIM Mail access and account-configuration instructions before entering credentials or relying on legacy server settings.